

PERFORMANCE INDICATOR DOCUMENTATION

Program: Administration

Objective: 1. *Education* – develop and deliver basic educational services and materials that create a greater awareness of the economic value of promoting Louisiana as a preferred retirement destination and a deeper understanding of the preferences and demands of the age 55 and older market to at least 200 communities by 2013.

Indicator Name: Number of communities participating in educational sessions conducted by the Louisiana Retirement Development Commission.

Indicator LaPAS PI Code: New

1. Type and Level:

Output

2. Rationale:

Guided with input from over 50 stakeholders and based on research, interviews, focus groups and planning sessions, education is one of three strategic priorities for the Commission. The education priority raises the awareness of the Commission's efforts to develop and market Louisiana as a preferred choice for retirement to pre-retiring and retired individuals in an effort to retain and attract the 55 and older population while enhancing communities and improving the economic climate statewide.

3. Use:

Attendance at educational sessions is an important tool used by the Commission to determine the level of interest by local communities in the 55 and older population market.

4. Clarity:

The general practice of retirement development is defined as the organized efforts of a state and/or local communities to retain and attract the 55 and older population.

Community is defined as an incorporated municipality.

5. Validity, Reliability and Accuracy:

Each attendee pre-registers electronically for the educational session, provides contact information at the session and the contact information is then compiled and logged electronically by the Commission.

6. Data Source, Collection and Reporting:

Attendance is calculated prior to the session as well as on the day of the event. The information is gathered at each session, which occurs during the third quarter of the fiscal year and then reported at the end of the fiscal year.

7. Calculation Methodology:

Each community is counted. Data is compiled for comparison from session to session and location to location. The Louisiana Municipal Association reported 305 municipalities in Louisiana. By 2013, the goal of the Commission is to have presented to at least two-thirds of those municipalities (communities), approximately 200.

8. Scope:

The indicator is a statewide figure and can be broken down into region or parish, if necessary.

9. Caveats:

Community attendance does not indicate the total number of attendees at the educational sessions (for example, three individuals may attend from Baton Rouge but the community is only counted once).

10. Responsible Person:

The executive director of the Louisiana Retirement Development Commission is responsible for data collection, analysis and quality. Contact information:

Heather Reggio

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PERFORMANCE INDICATOR DOCUMENTATION

Program: Administration

Objective: 2. *Marketing* – market Louisiana as a preferred retirement destination, help local communities develop their own marketing efforts, connect the statewide marketing effort to the local community efforts and certify 36 communities as a *Redefine Life. Retire in Louisiana. Certified Retirement Community* by 2013.

Indicator Name: Number of communities receiving the certified retirement community designation.

Indicator LaPAS PI Code: New

1. Type and Level:

Output

2. Rationale:

Guided with input from over 50 stakeholders and based on research, interviews, focus groups and planning sessions, marketing is one of three strategic priorities for the Commission. The marketing priority raises the awareness that Louisiana is a preferred choice for retirement to pre-retiring and retired individuals in an effort to retain and attract the 55 and older population while enhancing communities and improving the economic climate statewide.

3. Use:

Determine the number of Louisiana communities exhibiting the amenities that are desirable to the 55 and older population and then marketing those attributes to retirees.

4. Clarity:

Redefine Life. Retire in Louisiana. Certified Retirement Community is a certification program focused on building Louisiana's standing as a retirement destination. The structure for this program is a collaborative model that includes the Commission and a collection of participating Louisiana communities committed to promoting their areas as retirement destinations.

A community eligible to apply for participation in this program is currently defined as any one of the following: an incorporated municipality, a civil parish or a regional (multi-parish) area.

5. Validity, Reliability and Accuracy:

Each certified community enters into a grant agreement with the Commission where grant expenditures are restricted to expenses related to the program requirements: strategic plan, annual action plan, marketing infrastructure, community forum and a final report. The grant agreements include language on state regulations, anti-discrimination laws, auditing requirements, dates of agreement, etc and are signed by all necessary parties.

6. Data Source, Collection and Reporting:

Number of signed and successfully executed grant agreements.

7. Calculation Methodology:

An actual count of each community.

8. Scope:

The indicator is an actual count of each certified community.

9. Caveats:

Each year the program is designed to expand to six certified communities. Without the proper budgetary support, this increase cannot occur.

10. Responsible Person:

The executive director of the Louisiana Retirement Development Commission is responsible for data collection, analysis and quality. Contact information:

Heather Reggio

P: 225-342-3318

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hreggio@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Administration

Objective: 3. *Development Support* – provide technical support and facilitation to elected officials, governmental agencies, local economic development organizations and local developers that help the State (and local communities) to improve assets and standing as a preferred retirement destination in order to build a collaborative network of 40 targeted state agencies and other regional organizations by 2013.

Indicator Name: Number of entities comprising the network.

Indicator LaPAS PI Code: New

1. Type and Level:

Output

2. Rationale:

Guided with input from over 50 stakeholders and based on research, interviews, focus groups and planning sessions, development support is one of three strategic priorities for the Commission. This priority allows the Commission to enhance communities and improve the economic climate statewide by building this collaborative network of agencies committed to making Louisiana a preferred retirement destination.

3. Use:

Determine the development support needed at the community-level based on the data gathered from community surveys conducted during educational sessions and design activities to provide the necessary resources for communities.

4. Clarity:

The general practice of retirement development is defined as the organized efforts of a state and/or local communities to retain and attract the 55 and older population.

5. Validity, Reliability and Accuracy:

Utilizing data gathered from the community survey (distributed during the educational sessions), resources are designed for the community-level development support. Community surveys are collected from participants by the Commission during the third quarter of the fiscal year. The results are then collected and compiled from each of the sessions into one database for the state. Based on the results, an extensive list of targeted state agencies and other state/regional organizations for potential partnerships is determined. Then discussions with appropriate state agencies and regional network organizations occur for the purposes of building a collaborative network committed to making Louisiana a preferred retirement destination. These agencies and organizations are then invited to participate in the network based on the needs assessed from the surveys.

6. Data Source, Collection and Reporting:

The number of completed surveys, the results of those responses and the number of agencies/organizations comprising the network. Network entities are determined by the assessed needs from the surveys.

7. Calculation Methodology:

Each survey is counted as well as the responses to each question are tabulated. The number of agencies/organizations included in the network is counted.

8. Scope:

The indicator is a statewide figure and can be broken down into region or parish, if necessary.

9. Caveats:

None.

10. Responsible Person:

The executive director of the Louisiana Retirement Development Commission is responsible for data collection, analysis and quality.

Contact information:

Heather Reggio

P: 225-342-3318 F: 225-342-1949 hreggio@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission
Objective: 1 - To increase the total number of people served by the AmeriCorps program by 90,000 by 2013.
Indicator Name: Number of AmeriCorps applications received annually.
LaPAS PI Code: New

1. **Type and Level:**
Output – Supporting
2. **Rationale:**
This indicator is valuable because it measures the community awareness of the grants program, and thus increases the ability of the program to reach more communities.
3. **Use:**
The indicator will be used to help inform management on the need to increase outreach strategies including public relations, community forums, town hall meetings and conference presentations. The need for increased outreach strategies will directly impact budget.
4. **Clarity:**
Applications refer to the information submitted to the Louisiana Serve Commission from organizations interested in receiving Corporation for National and Community Service funds for their community-based program.
5. **Validity, Reliability and Accuracy:**
The indicator has not been audited. The Louisiana Serve Commission internal management system will ensure that information is accurate and reliable. The system is set up so that Administrative Assistant records the receipt of all applications (enters into database) and distributes to Program Officer. Program Officer records applicants into Application Chart. This information is then reported to the Executive Director and Commissioners for review. Receiving documentation (database) and Application Chart are periodically reconciled to ensure proper counting.
6. **Data Source, Collection and Reporting:**
The data source for the indicator is the Application Chart. Information is collected annually between January and February. The frequency and timing of collection and reporting is consistent.
7. **Calculation Methodology:**
Calculation is done by simply counting the total number of applications received. This includes applications that may not be complete.
8. **Scope:**
This indicator is aggregated.
9. **Caveats:**
There may be applications that are discarded because they are incomplete. However, this indicator focuses on statewide awareness of the grants program. Therefore, all applications received will be counted against this indicator.
10. **Responsible Person:**
AmeriCorps Program Officer; Pamela Davis (225) 342-2038, pdavis@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 1 - To increase the total number of people served by the AmeriCorps program to 90,000 by 2013.

Indicator Name: Number of AmeriCorps grants awarded annually.

LaPAS PI Code: K 20639

1. Type and Level:

Output –General Performance Information

2. Rationale:

This indicator is valuable because it measures the number of grants that will be awarded to communities in Louisiana, providing vital information about the reach of the grants program.

3. Use:

The indicator will be used to help inform management on the need to increase outreach strategies including public relations, community forums, town hall meetings and conference presentations. The need for increased outreach strategies will directly impact budget. The indicator will also provide specific information about the category of programs being funded by the grants program (i.e., education, environment, public safety).

4. Clarity:

None.

5. Validity, Reliability and Accuracy:

The indicator has not been audited. Internal database is updated to show that an application has been funded. Additionally, each grant recipient must sign a grant agreement to receive funding. Periodic checks of all grant recipients' files (including signed grant agreement) ensure accuracy.

6. Data Source, Collection and Reporting:

Louisiana Serve Commission updates database and issues Federal Grant Award Agreements annually to new grantees.

7. Calculation Methodology:

Calculation is done by simply counting the total number of grants awarded as shown in the Louisiana Serve Commission database.

8. Scope:

This indicator is aggregated.

9. Caveats:

None

10. Responsible Person:

AmeriCorps Program Officer; Pamela Davis (225) 342-2038, pdavis@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 1 - To increase the total number of people served by the AmeriCorps program to 90,000 by 2013.

Indicator Name: Number of AmeriCorps members.

LaPAS PI Code: K6298

1. Type and Level:

Output – Supporting

2. Rationale:

This indicator will inform management how many AmeriCorps volunteers are working to serve the needs of Louisiana. The ultimate outcome for this objective is an increase in the number of people served. AmeriCorps members are the individuals delivering that service. Therefore, this indicator is directly related to the success of the grants program.

3. Use:

This indicator will inform management of how many AmeriCorps members are engaged in service in Louisiana. With this information, management will be able to compare the number of participants with the number of people served.

4. Clarity:

No clarity needed.

5. Validity, Reliability and Accuracy:

Indicator has not been audited. Louisiana Serve Commission periodically, through site visits and desk audits, confirms the number of AmeriCorps members enrolled and the number actually serving hours. This system provides reliably and consistent information on the number of AmeriCorps members.

6. Data Source, Collection and Reporting:

Louisiana Serve Commission and the AmeriCorps sub-grantees manage the number of AmeriCorps members through the use of the Web-Based Reporting System and the Corporation for National and Community Service Electronic Grants system.

7. Calculation Methodology:

Louisiana Serve Commission counts the total number of AmeriCorps members enrolled in the Web-Based Reporting System.

8. Scope:

Aggregated.

9. Caveats:

Because AmeriCorps members can withdraw themselves from their respective programs at any time, it is possible that the information contained in the Web-Based Reporting System may not be accurate. The AmeriCorps Program Officer and the Sub-grantee (Program Director) will reconcile the numbers periodically.

10. Responsible Person:

Contracts Grants Reviewer Manager; Pamela Davis (225) 342-2038, pdavis@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 1 - To increase the total number of people served by the AmeriCorps program to 90,000 by 2013.

Indicator Name: Amount of AmeriCorps funding awarded and received from CNCS.

LaPAS PI Code: New

1. Type and Level:

Output – General Performance Information

2. Rationale:

This indicator is conversely related to all of the Grants program's objectives and indicators. It is essential to measure the amount of funding awarded because there is a direct correlation with funding awards and the Louisiana Serve Commission overall success. Funding amounts are, in part, awarded on a competitive basis. Therefore, level of award is strongly connected to past success of the Louisiana Serve Commission and its portfolio of programs. The Corporation for National and Community Service may increase or decrease funding levels based on performance. Additionally, the amount of funding actually received is worth measuring as well. CNCS grants are reimbursable; therefore actual dollars received are based on effective budgeting and management.

3. Use:

Management will use this indicator to help inform the success of the Louisiana Serve Commission grants portfolio and Commission fiscal management over a five-year period.

4. Clarity:

Clearly defined.

5. Validity, Reliability and Accuracy:

Has not been audited. To ensure reliability, we will match award letters from the Corporation for National and Community Service with the Electronic Grants System and with the total funds received through Office of Management and Finance.

6. Data Source, Collection and Reporting:

Information is gathered in the beginning of each year by reviewing grant award letters from the Corporation for National and Community Service and the Electronic Grants System. At the end of the year, the Office of Management and Finance provides financials that demonstrate how much funding was actually drawn down.

7. Calculation Methodology:

Amount awarded is calculated by reviewing Award Letter and Electronic Grants System. The amount received is calculated by adding the total number of funds drawn down by programs.

8. Scope:

Aggregated.

9. Caveats:

None.

10. Responsible Person:

AmeriCorps Program Officer; Pamela Davis (225) 342-2038, pdavis@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 1 -To increase the total number of people served by the AmeriCorps program to 90,000 by 2013.

Indicator Name: Number of parishes with AmeriCorps programs

LaPAS PI Code:

1. Type and Level:

Output – Supporting

2. Rationale:

It is important to ensure that the programs are concentrated in all areas of the state possible. Therefore, the support is of these programs are measured by the number parishes being served by the funded programs.

3. Use:

Management will use this number to decide whether efforts and resources for outreach and capacity building should be increased. Additionally, if indicator reveals that the program is serving more parishes than anticipated, resources could be redirected to increase quality and scope of services being provided.

4. Clarity:

None.

5. Validity, Reliability and Accuracy:

Accuracy is viable. One of the factors considered when awarding programs is the absence of AmeriCorps in a community that has established a need..

6. Data Source, Collection and Reporting:

This is collected through a web-based reporting system and an in-house database.

7. Calculation Methodology:

This is simply calculated by identifying number of parishes being served and the number of programs in each parish.

8. Scope:

Aggregated.

9. Caveats:

The rural areas of the state are the most difficult to fund due to their lack of resources to provide federally required match for each of the programs awarded through the granting process.

10. Responsible Person:

Contracts Grants Reviewer Manger; Pamela Davis (225) 342-2038, pdavis@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 1 -To increase the total number of people served by the AmeriCorps program to 90,000 by 2013.

Indicator Name: Total number of people served by AmeriCorps program.

LaPAS PI Code: K 20639

1. Type and Level:
Outcome – Key

2. Rationale:

The central focus of the AmeriCorps program is to serve the people and communities of Louisiana. Therefore, is critical to measure how the grants program is increasing the number of service recipients.

3. Use:

Management will use this number to decide whether efforts and resources should be increased or if more efficiency needs to be implemented. Additionally, if indicator reveals that the program is serving more people than anticipated, resources could be redirected to increase quality and scope of services.

4. Clarity:

None.

5. Validity, Reliability and Accuracy:

Has not been audited. The Louisiana Serve Commission requires that all programs submit periodic reports on the number of people served in their respective communities. Every year, each program is required to submit a full plan of how information will be collected, the tools used and how success will be monitored. Annually, this information is crosschecked by Louisiana Serve Commission Program Officers during program site visits.

6. Data Source, Collection and Reporting:

Each program is required to submit service recipient information to the Corporation for National and Community Service's Web Based Reporting System.

7. Calculation Methodology:

Each individual program uses a different method of calculation for service recipients, as specified in approved grant applications in the Electronic Grants System. The Louisiana Service Commission counts all submitted information from the Web-Based Reporting System.

8. Scope:

Aggregated.

9. Caveats:

The Louisiana Serve Commission uses information provided by sub-grantees. Although the Commission does a thorough review of sub-grantees' information-gathering plan and performs annual site visits, the Commission is still at the mercy of the sub-grantee to collect accurate information.

10. Responsible Person:

Contracts Grants Reviewer Manger; Pamela Davis (225) 342-2038, pdavis@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission
Objective: 2 - The total number of participants in the Learn and Serve program by 11,000 by 2010.
Indicator Name: Number of Learn and Serve applications received annually.
LaPAS PI Code:

1. **Type and Level:**
Output – Supporting
2. **Rationale:**
This indicator is valuable because it measures the community awareness of the grants program, and thus increases the ability of the program to reach more communities.
3. **Use:**
The indicator will be used to help inform management on the need to increase outreach strategies including public relations, community forums, town hall meetings and conference presentations. The need for increased outreach strategies will directly impact budget.
4. **Clarity:**
Applications refer to the information submitted to the Louisiana Serve Commission from organizations interested in receiving Corporation for National and Community Service funds for their community based program.
5. **Validity, Reliability and Accuracy:**
The indicator has not been audited. The Louisiana Serve Commission internal management system will ensure that information is accurate and reliable. The system is set up so that Administrative Assistant records the receipt of all applications (enters into database) and distributes to Program Officer. Program Officer records applicants into Application Chart. This information is then reported out to the Executive Director and Commissioners for review. Receiving documentation (database) and Application Chart are periodically reconciled to ensure proper counting.
6. **Data Source, Collection and Reporting:**
The data source for the indicator is the Application Chart. Information is collected annually between January and February. The frequency and timing of collection and reporting is consistent.
7. **Calculation Methodology:**
Calculation is done by simply counting the total number of applications received. This includes applications that may not be complete.
8. **Scope:**
This indicator is aggregated.
9. **Caveats:**
There may be applications that are discarded because they are incomplete. However, this indicator focuses on statewide awareness of the grants program. Therefore, all applications received will be counted against this indicator.
10. **Responsible Person:**
Learn and Serve Program Officer; Denise Dowell (225) 342-2038, ddowell@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 2 - To maintain the total number of participants in the Learn and Serve program of 11,000 through 2013.

Indicator Name: Number of Learn and Serve grants awarded annually.

LaPAS PI Code: K 14697

1. Type and Level:
Output – Supporting

2. Rationale:

This indicator is valuable because it measures the number of grants that will be awarded to communities in Louisiana, thus providing vital information about the reach of the grants program.

3. Use:

The indicator will be used to help inform management on the need to increase outreach strategies including public relations, community forums, town hall meetings and conference presentations. The need for increased outreach strategies will directly impact budget. The indicator will also provide specific information about the category of programs being funded by the grants program (i.e., education, environment, public safety).

4. Clarity:

None.

5. Validity, Reliability and Accuracy:

The indicator has not been audited. Internal database is updated to show that an application has been funded. Additionally, each grant recipient must sign a grant agreement to receive funding. Periodic checks to ensure that all grant recipients recorded in database have completed files (including signed grant agreement) ensures accuracy.

6. Data Source, Collection and Reporting:

Louisiana Serve Commission updates database and issues Federal Grant Award Agreements annually to new grantees.

7. Calculation Methodology:

Calculation is done by simply counting the total number of grants awarded as shown in the Louisiana Serve Commission database.

8. Scope:

This indicator is aggregated.

9. Caveats:

None.

10. Responsible Person:

Learn and Serve Program Officer; Denise Dowell (225) 342-2038, ddowell@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 2 - To maintain the total number of participants in the Learn and Serve program of 11,000 through 2013.

Indicator Name: Amount of Learn and Serve funding awarded and received from CNCS.

LaPAS PI Code: New

1. Type and Level:

Output – General Performance Information

2. Rationale:

This indicator is conversely related to all of the Grants program's objectives and indicators. It is essential to measure the amount of funding awarded because there is a direct correlation with funding awards and the Louisiana Serve Commission's overall success. Funding amounts are, in part, awarded on a competitive basis. Therefore, level of award is strongly connected to past success of the Louisiana Serve Commission and its portfolio of programs. The Corporation for National and Community Service may increase or decrease funding levels based on performance. Additionally, the amount of funding actually received is worth measuring as well. CNCS grants are reimbursable, therefore actual dollars received are based on effective budgeting and management.

3. Use:

Management will use this indicator to help inform the success of the Louisiana Serve Commission grants portfolio and Commission fiscal management over a five-year period.

4. Clarity:

Clearly defined.

5. Validity, Reliability and Accuracy:

Has not been audited. To ensure reliability we will match award letters from the Corporation for National and Community Service with the Electronic Grants System and with the total funds received through Office of Management and Finance.

6. Data Source, Collection and Reporting:

Information is gathered in the beginning of each year by reviewing grant award letters from the Corporation for National and Community Service and the Electronic Grants System. At the end of the year, the Office of Management and Finance provides financials that demonstrate how much funding was actually drawn down.

7. Calculation Methodology:

Amount awarded is calculated by reviewing Award Letter and Electronic Grants System. The amount received is calculated by adding the total number of funds drawn down by programs.

8. Scope:

Aggregated.

9. Caveats:

None.

10. Responsible Person:

Learn and Serve Program Officer; Denise Dowell (225) 342-2038, ddowell@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 2 - To increase the total number of participants in the Learn and Serve program of 11,000 through 2013.

Indicator Name: Total number of Learn and Serve participants annually.

LaPAS PI Code: K 6302

1. Type and Level:
Output – Key

2. Rationale:

The focus of Service Learning is on the student participant. The success of service learning is in the development of the student participant and not the gains made by the beneficiary. Therefore, the Learn and Serve portion of the grants program has a strong emphasis on increasing the number of participants in Service Learning.

3. Use:

Management will use this number to decide whether efforts and resources should be increased or if more efficiency needs to be implemented. Additionally, if indicator reveals that the program is engaging more student participants than anticipated, resources could be redirected to increase quality and scope of services.

4. Clarity:

None.

5. Validity, Reliability and Accuracy:

Has not been audited. The Louisiana Serve Commission requires that all programs submit periodic reports on the number of participants in their respective programs. Annually, this information is crosschecked by Louisiana Serve Commission Program Officers during program site visits.

6. Data Source, Collection and Reporting:

In the beginning of the year, sub-grantees submit a plan that states the number of anticipated participants. Mid-year, each sub-grantee submits a report with the actual number of participants. At the end of the year, sub-grantees submit a final report with actual number of participants.

7. Calculation Methodology:

All reports are collected from sub-grantees and numbers of participants are counted.

8. Scope:

Aggregated.

9. Caveats:

The Louisiana Serve Commission uses information provided by sub-grantees. Although the Commission does a thorough review of sub-grantees' information gathering plan and performs annual site visits, the Commission is still at the mercy of the sub-grantee to collect accurate information.

10. Responsible Person:

Learn and Serve Program Officer; Denise Dowell (225) 342-2038 ddowell@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 3. To increase the volunteer rate in Louisiana among its citizens to 25% by 2010.

Indicator Name: Number of registered volunteers annually

LaPAS PI Code: NEW

1. Type and Level:
Output – Supporting

2. Rationale:

This indicator is valuable because it measures the number of volunteers recruited through the www.volunteerlouisiana.gov, which is a state portal that tracks volunteer opportunities to meet needs of the state.

3. Use:

The indicator will be used to help inform management on the need to increase outreach strategies including public relations, community forums, town hall meetings and conference presentations. The need for increased outreach strategies will directly impact budget.

4. Clarity:

Through the state portal the number of volunteers in Louisiana will increase and will match them with volunteer opportunities that meets the critical needs in the community and assist in the rapid and sufficient management of volunteers preparing for and responding to a disaster.

5. Validity, Reliability and Accuracy:

The indicator has not been audited. The Louisiana Serve Commission volunteer state portal management system will ensure that information is accurate and reliable. The system tracks the number of volunteer opportunities, volunteers and the volunteer service(s) provided.

6. Data Source, Collection and Reporting:

The data source for the indicator is the www.volunteerlouisiana.org state portal. Reports can be collected quarterly and the frequency and timing of reporting will be consistent.

7. Calculation Methodology:

Calculation is done by simply counting the total number of volunteers recruited and matched with organizations throughout the state.

8. Scope:

This indicator is aggregated.

9. Caveats:

It will take time for all organizations to become aware of the volunteer recruitment tool that is available to them through the Louisiana Serve Commission. The awareness will be done through outreach.

10. Responsible Person:

Commission Executive Director, Brooke Smith (225) 342-2038, bsmith@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 3. To increase the volunteer rate in Louisiana among its citizens to 25% by 2010.

Indicator Name: Number of registered volunteer organizations annually.

LaPAS PI Code: NEW

1. Type and Level: Output – Supporting

2. Rationale:

This indicator is valuable because it measures the number of volunteers organizations registered through the www.volunteerlouisiana.gov , which is a state portal that tracks volunteer organizations registered that need volunteers to meet needs of their respective community.

3. Use:

The indicator will be used to help inform management on the need to increase outreach strategies including public relations, community forums, town hall meetings and conference presentations. The need for increased outreach strategies will directly impact budget.

4. Clarity:

Through the state portal the number of volunteers in Louisiana will increase and will match them with volunteer opportunities that meets the critical needs in the community and assist in the rapid and efficient management of volunteers preparing for and responding to a disaster.

5. Validity, Reliability and Accuracy:

The indicator has not been audited. The Louisiana Serve Commission volunteer state portal management system will ensure that information is accurate and reliable. The system tracks the number of volunteer opportunities, volunteers and the volunteer service(s) provided.

6. Data Source, Collection and Reporting:

The data source for the indicator is the www.volunteerlouisiana.org state portal. Reports can be collected quarterly and the frequency and timing of reporting will be consistent.

7. Calculation Methodology:

Calculation is done by simply counting the total number of volunteers recruited and matched with organizations throughout the state.

8. Scope:

This indicator is aggregated.

9. Caveats:

It will take time for all organizations to become aware of the volunteer recruitment tool that is available to them through the Louisiana Serve Commission. The awareness will be done through outreach.

10. Responsible Person:

Commission Executive Director, Brooke Smith (225) 342-2038, bsmith@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 3. To increase the volunteer rate in Louisiana among its citizens to 25% by 2010.

Indicator Name: Number of registered volunteer opportunities annually

LaPAS PI Code: NEW

1. Type and Level: Output – Supporting

2. Rationale:

This indicator is valuable because it measures the number of volunteer opportunities registered through the www.volunteerlouisiana.gov, which is a state portal that tracks volunteer opportunities to meet needs of the state.

3. Use:

The indicator will be used to help inform management on the need to increase outreach strategies including public relations, community forums, town hall meetings and conference presentations. The need for increased outreach strategies will directly impact budget. This indicator will also indicate the percentage of citizens that are volunteering in Louisiana.

4. Clarity:

Through the state portal the number of volunteers in Louisiana will increase and will match them with volunteer opportunities that meets the critical needs in the community and assist in the rapid and efficient management of volunteers preparing for and responding to a disaster.

5. Validity, Reliability and Accuracy:

The indicator has not been audited. The Louisiana Serve Commission volunteer state portal management system will ensure that information is accurate and reliable. The system tracks the number of volunteer opportunities, volunteers and the volunteer service(s) provided.

6. Data Source, Collection and Reporting:

The data source for the indicator is the www.volunteerlouisiana.org state portal. Reports can be collected quarterly and the frequency and timing of reporting will be consistent.

7. Calculation Methodology:

Calculation is done by simply counting the total number of volunteers recruited and matched with organizations throughout the state.

8. Scope:

This indicator is aggregated.

9. Caveats:

It will take time for all organizations to become aware of the volunteer recruitment tool that is available to them through the Louisiana Serve Commission. The awareness will be done through outreach.

10. Responsible Person:

Commission Executive Director, Brooke Smith (225) 342-2038, bsmith@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 3. To increase the volunteer rate in Louisiana among its citizens to 25% by 2010.

Indicator Name: The percentage of Louisiana's citizens who volunteer.

LaPAS PI Code: NEW

1. Type and Level: Outcome – Supporting

2. Rationale:

This indicator is valuable because it measures the number of Louisiana citizens who volunteered.

3. Use:

The indicator will be used to help inform management on the need to increase outreach strategies including public relations, community forums, town hall meetings and conference presentations. The need for increased outreach strategies will directly impact budget. This indicator will also indicate the percentage of citizens that are volunteering in Louisiana.

4. Clarity:

Through the state portal the number of volunteers in Louisiana will increase and will match them with volunteer opportunities that meets the critical needs in the community and assist in the rapid and efficient management of volunteers preparing for and responding to a disaster.

5. Validity, Reliability and Accuracy:

The indicator has not been audited. The Louisiana Serve Commission volunteer state portal management system will ensure that information is accurate and reliable. The system tracks the number of volunteer opportunities, volunteers and the volunteer service(s) provided.

6. Data Source, Collection and Reporting:

The data source for the indicator is the www.volunteerlouisiana.org state portal. Reports can be collected quarterly and the frequency and timing of reporting will be consistent.

7. Calculation Methodology:

Calculation is done by simply counting the total number of volunteers recruited and matched with organizations throughout the state.

8. Scope:

This indicator is aggregated.

9. Caveats:

It will take time for all organizations to become aware of the volunteer recruitment tool that is available to them through the Louisiana Serve Commission. The awareness will be done through outreach.

10. Responsible Person:

Commission Executive Director, Brooke Smith (225) 342-2038, bsmith@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 4. To increase the annual number of volunteer hours in Louisiana to 80 million by 2013.

Indicator Name: Number of out-of-state volunteers (voluntourists) annually.

LaPAS PI Code: NEW

1. Type and Level:

Output – Supporting

2. Rationale:

This indicator is valuable because it measures the number of out-of-state volunteers that register through the www.volunteerlouisiana.gov , which is a state portal that tracks out-of-state volunteers.

3. Use:

The indicator will be used to help inform management on the need to increase outreach strategies including public relations, community forums, town hall meetings and conference presentations. The need for increased outreach strategies will directly impact budget. With this information, the Commission will be able to track the number of tourists that are volunteering in Louisiana.

4. Clarity:

Through the state portal the number of out-of-state volunteers in Louisiana will increase and will match them with volunteer opportunities that meets the critical needs in the community and assist in the rapid and efficient management of volunteers preparing for and responding to a disaster.

5. Validity, Reliability and Accuracy:

The indicator has not been audited. The Louisiana Serve Commission volunteer state portal management system will ensure that information is accurate and reliable. The system tracks the number of volunteer opportunities, volunteers and the volunteer service(s) provided.

6. Data Source, Collection and Reporting:

The data source for the indicator is the www.volunteerlouisiana.org state portal. Reports can be collected quarterly and the frequency and timing of reporting will be consistent.

7. Calculation Methodology:

Calculation is done by simply counting the total number of volunteers recruited and matched with organizations throughout the state.

8. Scope:

This indicator is aggregated.

9. Caveats:

It will take time for all organizations to become aware of the volunteer recruitment tool that is available to them through the Louisiana Serve Commission. The awareness will be done through outreach.

10. Responsible Person:

Commission Executive Director, Brooke Smith (225) 342-2038, bsmith@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 4. To increase the annual number of volunteer hours in Louisiana to 80 million by 2013.

Indicator Name: Number of in-state spontaneous volunteers annually

LaPAS PI Code: NEW

1. Type and Level:
Output – Supporting

2. Rationale:

This indicator is valuable because it measures the number of in-state spontaneous volunteers registered through the www.volunteerlouisiana.gov.

3. Use:

The indicator will be used to help inform management on the need to increase outreach strategies including public relations, community forums, town hall meetings and conference presentations. The need for increased outreach strategies will directly impact budget. With this information, the Commission will be able to track of the number in-state spontaneous volunteer in Louisiana.

4. Clarity:

Through the state portal the number of volunteers in Louisiana will increase and will match them with volunteer opportunities that meets the critical needs in the community and assist in the rapid and efficient management of volunteers preparing for and responding to a disaster.

5. Validity, Reliability and Accuracy:

The indicator has not been audited. The Louisiana Serve Commission volunteer state portal management system will ensure that information is accurate and reliable. The system tracks the number of volunteer opportunities, volunteers and the volunteer service(s) provided.

6. Data Source, Collection and Reporting:

The data source for the indicator is the www.volunteerlouisiana.org state portal. Reports can be collected quarterly and the frequency and timing of reporting will be consistent.

7. Calculation Methodology:

Calculation is done by simply counting the total number of volunteers recruited and matched with organizations throughout the state.

8. Scope:

This indicator is aggregated.

9. Caveats:

It will take time for all organizations to become aware of the volunteer recruitment tool that is available to them through the Louisiana Serve Commission. The awareness will be done through outreach.

10. Responsible Person:

Commission Executive Director, Brooke Smith (225) 342-2038, bsmith@crt.state.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Louisiana Serve Commission

Objective: 4. To increase the annual number of volunteer hours in Louisiana to 80 million by 2013.

Indicator Name: The total number volunteer hours served in Louisiana annually.

LaPAS PI Code: NEW

1. Type and Level:
Outcome – Key

2. Rationale:
This indicator is valuable because it measures the number of volunteer hours served annually in Louisiana.

3. Use:
The indicator will be used to help inform management on the need to increase outreach strategies including public relations, community forums, town hall meetings and conference presentations. The need for increased outreach strategies will directly impact budget. With this information, the Commission will be able to track the number of tourists that are volunteering in Louisiana.

4. Clarity:
Through the state portal the number of out-of-state volunteers in Louisiana will increase and will match them with volunteer opportunities that meets the critical needs in the community and assist in the rapid and efficient management of volunteers preparing for and responding to a disaster.

5. Validity, Reliability and Accuracy:
The indicator has not been audited. The Louisiana Serve Commission volunteer state portal management system will ensure that information is accurate and reliable. The system tracks the number of volunteer opportunities, volunteers and the volunteer service(s) provided.

6. Data Source, Collection and Reporting:
The data source for the indicator is the www.volunteerlouisiana.org state portal. Reports can be collected quarterly and the frequency and timing of reporting will be consistent.

7. Calculation Methodology:
Calculation is done by simply counting the total number of volunteers recruited and matched with organizations throughout the state.

8. Scope:
This indicator is aggregated.

9. Caveats:
It will take time for all organizations to become aware of the volunteer recruitment tool that is available to them through the Louisiana Serve Commission. The awareness will be done through outreach.

10. Responsible Person:
Commission Executive Director, Brooke Smith (225) 342-2038, bsmith@crt.state.la.us